



# Position Description

<b>Position Title:</b>	Pathways HUB Manager		<b>Position #:</b>	908
<b>Working Title:</b>	Stark County THRIVE Pathways HUB Manager		<b>CS Status:</b>	Classified
<b>Division or Unit:</b>	THRIVE		<b>Reports to:</b>	THRIVE Project Director
<b>Employment Status:</b>	Full-time	<b>Pay Grade:</b>	R5	<b>FLSA Status:</b> Exempt
<b>Funding Source:</b>	Grant funded			
<b>This position description was last approved by the Board of Health on:</b>			March 28, 2022	
<b>Approved last by the Canton Civil Service Commission on:</b>				

**Position Summary:** The Stark County THRIVE Pathways HUB Manager is the principal staff person responsible for the day-to-day management of the Stark County THRIVE Pathways HUB (HUB), a coordinated system of care that is one of several strategies outlined in the Stark County/Canton City Health Improvement Plans. The HUB Manager will be responsible for routine administrative, programmatic, financial, and communication duties. The work will be guided by goals, objectives and priorities as described in Canton City Public Health’s organizational performance and strategic plan priorities. This is a grant funded position. The HUB Manager reports to the THRIVE Project Director.

**Essential Duties and Responsibilities:** 30% **Administration and Management**

- Provide efficient and timely administrative and operational management of the Stark County THRIVE Pathways HUB to assure quality and alignment with the standards established by PCHI Inc. to maintain certification.
- Create project timeline and schedule for achieving project deliverables & goals defined in the work plan.
- Build and maintain relationships with Ohio Department of Medicaid, Managed Care Plans, care coordinating organizations and care coordinators/Certified Community Health Workers to ensure high quality, compliant, and results oriented client services.
- Monitor CCS system to ensure secure interfaces are provided for claims processing, document transmission, and client referral to the Pathways Community HUB Supervisor assigned subordinate staff.
- Administrative duties as designated by the THRIVE Project Director.

30% **Data Collection, Monitoring & Outcome Evaluation and Performance Improvement**

- Analyze and report on program data in collaboration with Kent State University and other evaluators.
- Facilitate meetings with care coordinators for quality improvement, training, and program updates.
- Lead quality assurance and evaluation committee to ensure high quality, compliant, and results oriented client services.

- Monitor accuracy and standardization of CCS entries, and input verification and validation, ensuring data integrity and accuracy.
- Collaborate and communicate with existing and potential THRIVE partners on the maintenance of the HUB referral network.
- Assure HUB staff and contractors are aware of and complying with contract regulations and deadlines.
- Coordinate with THRIVE Project Director to establish a quality improvement process focused on strategically evaluating health outcomes and addressing efficiencies on an ongoing basis.

### 30% **Policy Development and Financial Management**

- Monitor CCS system to ensure secure interfaces are provided for claims processing, document transmission, and client referral to the Pathways Community HUB.
- Provide financial statements for HUB-related activities such as grant applications and reports.
- Reconcile and analyze partner documentation on a monthly basis to ensure invoices submitted for reimbursement from purchasers and payment to CCAs comply with contract agreements.
- Process billing claims from contracted care coordinating agencies. Submit claims to contracted managed care plans. Reconcile reimbursement payments from managed care plans. Prepare invoices for payments to contracted care coordinating agencies. Prepare management reports as needed.
- Work directly with THRIVE Project Director to monitor outcome payment billing and invoicing for accuracy and processing discrepancies.
- Develop and maintain expertise and understanding of health insurance payment systems.

### 10% **Partnerships and Communication**

- Conduct presentations for state and local partners.
- Represent Canton City Public Health at appropriate meetings.
- Regularly report project progress to Board of Canton City Public Health and stakeholders.
- Market the Stark County THRIVE Pathways HUB to potential care coordination agencies and referral partners in the community with the intent to collaboratively integrate their services in the HUB.
- Disseminate information gathered by the Stark County THRIVE Pathways HUB to internal staff, and stakeholders to promote the Stark County THRIVE Pathways HUB.
- Prepare timely reports on current project status for Stark County THRIVE Project Manager.

**Other Duties and Responsibilities:**

- Represent all program partners with integrity and respect.
- Be able to respond to public health emergencies as needed.
- All other duties as assigned.

**Minimum Qualifications:**

- Possess an associate degree in human services, nonprofit management, public health, or related field AND a minimum of four years of progressively responsible experience in human service leadership, administration, project management, and community engagement.
- Supervisory experience.
- Experience in the management of program budgets.

**Preferred Qualifications:**

- Knowledge of human services and/or nonprofit management. Specific knowledge of outcome-based planning, systems reform, and program development. Ideally, knowledge of technological development and financial monitoring.
- Mission-orientated and solution driven. Strong organizational and time management skills. Excellent program management and implementation skills.
- Ability to work in a fast-paced, dynamic environment. Demonstrated ability to build and sustain productive relationships and work professionally and effectively with diverse individuals, groups, organizations and communities.
- Familiarity with health care services and systems reform.
- Experience working in the Care Coordination System (CCS).

**Minimum Credentials:**

- The following credentials must be acquired and maintained prior to initial hire:
- None.

**Key Competencies:**

The following Council on Linkages Core Competencies (Adopted June 2014) for this position include:

- Analytical and Assessment Skills:
  - Describes factors affecting the health of a community (e.g., equity, income, education, environment)
  - Uses information technology in accessing, collecting, analyzing, using, maintaining, and disseminating data and information
  - Ensures ethical principles are applied in accessing, collecting, analyzing, using, maintaining, and disseminating data and information
  - Evaluates the validity and reliability of data
  - Evaluates the comparability of data (e.g., data being age-adjusted to the same year, data variables across datasets having similar definitions)
  - Resolves gaps in data
  - Determines trends from quantitative and qualitative data
  - Uses quantitative and qualitative data

- Policy Development and Program Planning Skills:
  - Contributes to development of program goals and objectives
  - Contributes to development of organizational strategic plan (e.g., includes measurable objectives and targets; incorporates community health improvement plan, workforce development plan, quality improvement plan, and other plans)
  - Gathers information that can inform options for policies, programs, and services
  - Gathers information for evaluating policies, programs, and services
  - Applies strategies for continuous quality improvement
- Communication Skills:
  - Communicates in writing and orally with linguistic and cultural proficiency
  - Conveys data and information to professionals and the public using a variety of approaches
  - Communicates information to influence behavior and improve health
  - Facilitates communication among individuals, groups, and organizations
- Cultural Competency Skills:
  - Describes the concept of diversity as it applies to individuals and populations
  - Describes the diversity of individuals and populations in a community recognizes the ways diversity influences policies, programs, services, and the health of a community
  - Supports diverse perspectives in developing, implementing, and evaluating policies, programs, and services that affect the health of a community
- Community Dimensions of Practice Skills:
  - Suggests relationships that may be needed to improve health in a community
  - Establishes and maintains relationships to improve health in a community
  - Facilitates collaborations among partners to improve health in a community
  - Engages community members to improve health in a community
  - Advocates for policies, programs, and resources that improve health in a community
  - Collaborates in community-based participatory research
- Public Health Sciences Skills:
  - Describes the scientific foundation of the field of public health
  - Contributes to the public health evidence base
  - Suggests partnerships that may increase use of evidence in public health practice
- Financial Planning and Management Skills:
  - Adheres to organizational policies and procedures
  - Contributes to development of program budgets
  - Provides information for proposals for funding

- Provides information for development of contracts and other agreements for programs and services
- Manages programs within current and projected budgets and staffing levels
- Motivates personnel for the purpose of achieving program and organizational goals
- Uses evaluation results to improve program and organizational performance
- Establishes performance management systems (e.g., visible leadership, performance standards, performance measurement, reporting progress, quality improvement)
- Uses performance management systems for program and organizational improvement
- Leadership and Systems Thinking Skills:
  - Incorporates ethical standards of practice
  - Collaborates with individuals and organizations in developing a vision for a healthy community
  - Provides opportunities for professional development for individuals and teams (e.g., training, mentoring, peer advising, coaching)
  - Participates in professional development opportunities
  - Contributes to continuous improvement of individual, program, and organizational performance
  - Advocates for the role of public health in providing population health services

Canton City Health District has adopted Organizational Competencies that all employees are expected to achieve, of which the following are for this position:

- Customer Focus:
  - Serves as a role model for one-on-one customer service delivery.
  - Anticipates broad customer needs based on day-to-day experiences.
  - Recommends customer-focused processes or solutions to those needs with due consideration for resource constraints.
  - Provides requested assistance and/or information in a prompt and courteous manner to satisfy the customer.
- Accountability:
  - Consistently achieves high quality results within a minimal timeframe.
  - Effectively manages multiple competing priorities and demands.
  - Anticipates broad workflow needs and prepares for upcoming projects/events in advance, including potential problem resolution.
  - Assumes personal responsibility for own actions.
  - Performs job duties in a manner consistent with time and quality standards.
  - Identifies workflow obstacles to supervisor.
  - Protects the confidentiality of all clients that are served.
- Equity, Ethics and Fairness:

- Transparent and inclusive communication (community, staff, partners, etc.).
- Institutional commitment to address health inequities.
- Interact with clients, community partners and co-workers with fairness and equity.
- Adherence to Ethical conduct.
- Strive to deliver our programs and services and operate in a manner that is just and free from bias or prejudice.
- Treats clients, community partners, and co-workers with dignity, compassion and respect at all times.
- Considers and incorporates the culture specific needs of others in order to work with customers from a variety of racial, ethnic, multi-generational, and socioeconomic backgrounds.
- Structure that supports true community partnerships.
- Continuous Quality Improvement:
  - Makes extra efforts to improve performance work methods.
  - Willingly accepts changes in workload, priorities, or procedures.
  - Responds to instructions/directions from supervision in a constructive manner.
  - Carries out changes in policies and procedures.
  - Completes all required CCHD and job-specific education and training, including that related to continuous quality improvement, and can describe how the information relates to specific job responsibilities.
  - May participate in continuous improvement projects and/or committees.
- Occupational Health and Safety:
  - Anticipates how future changes in the work environment, such as those brought about by technology, will create needs for new or enhanced safety rules, practices, procedures, or standards.
  - Encourages development or updating of safety rules, practices, procedures and/or standards.
  - Advocates safety focus by identifying and following through on opportunities to implement, enhance or update safety rules, practices, procedures and/or standards.
  - Ensures occupational safety matters are investigated and brought to resolution promptly.
- Emergency Preparedness:
  - Manage information related to an emergency.
  - Understanding of your roles and responsibilities in the event of an emergency.

**Work Environment:**

- Usual office environment with frequent sitting, walking, and standing, and occasional climbing, stooping, kneeling, crouching, crawling, and balancing.



# Position Description

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Frequent use of eye, hand, and finger coordination enabling the use of office machinery.

- Oral and auditory capacity enabling interpersonal communication as well as communication through automated devices such as the telephone.
- Ability to travel occasionally domestically.
- Reasonable accommodation in accordance with ADA Compliance will be made available to those who need it in order to achieve the above descriptions.

**Approval:** This position description was approved by the Board of Health on: March 28, 2022

**Revision History:** Dates of prior approved versions: February 24, 2020

## Employee Statement:

I hereby acknowledge that I have received a copy of this position description on this date.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Printed Name